

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matters of)	
)	
IP-Enabled Services)	WC Docket No. 04-36
)	
E911 Requirements for IP-Enabled)	WC Docket No. 05-196
Service Providers)	

**SUBSCRIBER NOTIFICATION AND
ACKNOWLEDGEMENT STATUS REPORT
OF PRT LARGA DISTANCIA, INC.
FOR PHONEMAX SERVICE**

PRT Larga Distancia, Inc. ("PRTLID") provides an interconnected Voice over IP (VoIP) service called PhoneMax. According to the Commission's mandate, PRTLID has been providing notice of the differences between PhoneMax's limited emergency response service and traditional 911 service, and obtaining affirmative acknowledgements of those differences and limitations from its PhoneMax customers.¹ PRTLID has received affirmative acknowledgements of the limitations of its emergency response service from some of its existing PhoneMax customers and will get affirmative acknowledgements from all future PhoneMax customers. In addition, PRTLID has provided 911 warning labels to all existing customers and will provide 911 warning labels to all future PhoneMax customers. The details specified in the Enforcement Bureau's Public Notice released July 26, 2005 are set out below.

¹ Since the launching of the PhoneMax service in February 2004, PRTLID has included a general 911/E-911 disclaimer in the customer service contract. The disclaimer states that within the jurisdiction of PR, 911 services will be limited to the customer's registered address and that 911 emergency services will not be available outside of PR.

Detailed description of all actions PRTLD has taken to specifically advise every PhoneMax subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through PhoneMax and/or may be in some way limited by comparison to traditional E911 service.

PRTLD informed all existing PhoneMax customers of the differences between traditional E911 service and the limited emergency response service provided by PhoneMax as follows:

- a) On July 14, 2005 an e-mail was sent to all PhoneMax customers, requesting them to provide an acknowledgment of having received the same, by electronic means. Copy of the electronic communication is enclosed as Exhibit 1.
- b) On July 21, 2005 PRTLD started calling all its existing PhoneMax customers in order to explain to them the differences between traditional E911 service and the limited emergency response service provided by PhoneMax. Acknowledgment and acceptance of the terms and conditions of 911/E-911 services provided by PhoneMax is being requested from said customers. Customer's responses are being monitored and recorded through third party verification. Copy of the script used to provide the information to customers is enclosed as Exhibit 2.
- c) On July 29, 2005, PRTLD sent a letter, by USPS, to all its existing customers, requesting acknowledgment and acceptance of the terms and conditions of 911/E-911 services provided by PhoneMax. Copy of the letter is enclosed as Exhibit 3.

For new PhoneMax customers, PRTLD is taking the following steps in order to obtain customers' acknowledgment of the differences between PhoneMax's limited emergency response service and traditional 911 service:

- a) On July 21, 2005, the limitations of PhoneMax's emergency response service were included in the web page that PRTLD has available for customers to place orders of the PhoneMax service at <http://www.dmaxpr.com/terms.htm>. The order is not processed until the customer agrees to the 911 limitations. Exhibit 4 is a copy of the 911 limitations included in the web page.
- b) With respect to sales of the PhoneMax service made via telephone, the sales representative informs the customer about the limitations of PhoneMax's emergency response service and requests the customer acknowledgment using third party verification.
- c) Customers that order the PhoneMax service in PRTLD's kiosks have to sign an acknowledgment form with regards to the limitations of PhoneMax's emergency response service. Exhibit 5 is a copy of the form used at the kiosks.

Quantification of how many of PhoneMax's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, and an estimation of the percentage of subscribers from whom PRTLD does not expect to receive an acknowledgement by August 29, 2005.

As of August 9, 2005, 55% percent of PhoneMax customers have provided an acknowledgement with respect to the 911 limitations notice. PRTLD is continuing to reach out to its PhoneMax customers to obtain their affirmative acknowledgement of said notice. PRTLD plans to contact any remaining customers who have not provided an affirmative acknowledgement of the 911 limitations notice by sending a second letter to

all customers on August 22, 2005. In addition, PRTLD will continue its efforts to reach each PhoneMax customer via telephone in order to obtain their affirmative acknowledgment of the 911 limitations through third party verification.

PRTLD expects to obtain affirmative acknowledgment of the 911 limitations from an approximate 85% of its PhoneMax customers, by August 29, 2005.

Detailed description of whether and how PRTLD has distributed to all PhoneMax subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with PhoneMax service.

On July 29, PRTLD sent warning stickers to all existing PhoneMax customers as of July 22 by USPS. PRTLD sent two types of stickers to each PhoneMax customer. The first is designed to be placed on the telephone adapter. This sticker advises customers:

911 Limited Emergency Response Warning

This phone provides a limited emergency response service when you dial 911. E911 service is currently not available. In case of an emergency, please use another phone to reach emergency services. Outside of the jurisdiction of Puerto Rico, you will not have access to a local Public Safety Answering Point (PSAP) through 911. If you have questions about the 911 limitations of the PhoneMax service, please contact us at 1-866-375-3375.

The second is designed to be placed on the telephone itself. This sticker advises customers:

911 Limited Emergency Response Warning

This phone provides a limited emergency response service when you dial 911. E911 service is currently not available. In case of an emergency, please use another phone to reach emergency services.

The letter that was sent to customers with the stickers instructed customers to place the stickers on the adapter and on the telephones used for PhoneMax service (see Exhibit 3). Since then, PRTLD has been providing both types of stickers in the fulfillment materials sent to new subscribers to PhoneMax service.

Quantification of the number of PhoneMax subscribers, on a percentage basis, to whom PRTLD did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate label as identified immediately above.

As described in the first section above, PRTLD has provided notice of the differences between traditional E911 service and the limited emergency response service provided by PhoneMax to every existing PhoneMax customer, and is providing said information to new customers. Therefore, the percentage of subscribers to whom PRTLD did not provide such notice is zero.

As described in the section immediately above, PRTLD has sent warning stickers to every PhoneMax customer as of July 29. PRTLD has included warning stickers in the fulfillment materials sent to PhoneMax customers who ordered service after that date. Therefore, the percentage of subscribers to whom PRTLD did not send warning stickers is zero.

Detailed description of any and all actions PRTLD plans on taking towards any of its PhoneMax subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's PhoneMax service no later than August 30, 2005.

As described above, PRTLD will send, on August 22, a second letter to all of its PhoneMax customers that did not send the acknowledgments on the 911 limitations, and will continue with its efforts to obtain the acknowledgment by reaching said customers via phone and the third party verification mechanism. Customers that do not provide the

affirmative acknowledgment or that are in disagreement with the limitations will have their PhoneMax service disconnected on August 30.

Detailed description of how PRTLD is currently maintaining the acknowledgements received from its PhoneMax subscribers.

When a customer acknowledges PhoneMax's 911 limitations during the on-line ordering process or by e-mail, PRTLD stores a time-stamp of that acknowledgment as an entry in a database, which also contains the customer's name and account number. In addition, all e-mail acknowledgments are printed and kept in a separate file.

Acknowledgments received by regular mail are kept in a file, along with the stamped envelope. Oral acknowledgments provided during a telephone call are recorded by the third party verifier and placed in a server on format WAV.

The person responsible for PhoneMax's compliance with the VoIP E911 Order is:

Tomás Pérez-Ducy
Vice President & Chief Marketing Officer
Puerto Rico Telephone Company, Inc.
1515 Roosevelt Avenue
12th Floor
Guaynabo, PR 00968
787-744-3231

tperez@prtcmail.prtc.net

Respectfully submitted, this 10th day of August, 2005.

PRT Larga Distancia, Inc.
Roberto García Rodríguez, Esq.
Walter Arroyo Carrasquillo, Esq.
PO Box 360998
San Juan, PR 00936-0998
Tel. (787) 782-9046

By:


Walter Arroyo Carrasquillo
PR Bar No. 8910

Estimado Cliente de PhoneMax,

La FCC ha pedido a todo los proveedores de Voice over Internet Protocol (VoIP) que informen a todos sus clientes sobre las limitaciones del servicio de 911 y su servicio de VoIP, y que obtengan confirmación sobre la aceptación del cliente de esas limitaciones, en o antes del **29 de julio de 2005**. El no responder en esta fecha puede dar lugar a la suspensión de su servicio de PhoneMax. Los proveedores de Voice over Internet Protocol (VoIP) son aquellas entidades las cuales, entre otras cosas, proveen a los clientes la capacidad de utilizar una conexión de banda ancha (como DSL o módem de cable) para hacer llamadas y para recibir llamadas de los usuarios de la red de teléfono regular.

Es importante que usted entienda las limitaciones del servicio de 911 y su servicio de PhoneMax. Hemos modificado nuestros Términos de Servicio de PhoneMax para cumplir con los requisitos de la FCC. Los Términos de Servicio actualizados se encuentran incluidos en este email. Los Términos de Servicio modificados son efectivos en la fecha que usted reciba este aviso.

Para su conveniencia, hemos incluido los Términos de Servicio que describen nuestro servicio limitado de respuesta a emergencias. Por favor, repase esta información, y responda antes del **26 de julio de 2005** indicando que usted ha recibido, repasado, y entendido estas limitaciones llenando nuestra forma electrónica en:

<http://www.dmaxpr.com/terms.htm>

Su seguridad es muy importante para nosotros. Si tiene alguna pregunta sobre las limitaciones del servicio de PhoneMax con 911, por favor comuníquese con nosotros al 1-866-375-3375. Gracias por ser un cliente de PhoneMax.

Sinceramente,
Mari Evelyn Rodríguez
Directora de Planificación y Mercadeo
PRT y Verizon Wireless

PhoneMAX TERMINOS DE SERVICIO

061505

USTED DEBE MANTENER ALGÚN MEDIO ALTERNO DE SOLICITAR SERVICIOS DE EMERGENCIA. Usted reconoce y entiende que PhoneMax no apoya los servicios de respuesta a emergencia de 911 tradicional ni E911. El servicio limitado de respuesta a emergencias accesible a través de PhoneMax es muy diferente a los servicios tradicionales de respuesta a emergencias, según se explica a continuación.

- a. Usted debe mantener medios alternos para obtener acceso a los servicios tradicionales de respuesta a emergencias. Usted se compromete a informar a todos los residentes de la casa, huéspedes y a terceras personas que puedan estar presentes en la localización física donde se utiliza el Servicio sobre las limitaciones de los servicios de respuesta a emergencias. Podemos requerirle que reconozca que usted ha recibido, repasado, y entendido las limitaciones de los servicios de respuesta a emergencias incluidos en este Acuerdo o cualquier otra manera que le proporcionemos (el "Reconocimiento"). Si usted no provee el reconocimiento en o antes de la fecha que especifiquemos, podemos suspender o terminar inmediatamente su servicio hasta que recibamos su reconocimiento.
- b. **Enrutamiento de Llamadas de Servicio Limitado de Respuesta a Emergencias.** Cuando usted marca 911 usando el Servicio, su llamada será encaminada al número de teléfono general para el Public Safety Answering Point (PSAP) designado para la Dirección del Servicio que usted tiene registrada con PRT LARGA DISTANCIA. Es posible que las líneas en el PSAP estén ocupadas. También es posible que la llamada no sea contestada o que usted no logre comunicarse con un operador en vivo. Fuera de la jurisdicción de Puerto Rico, usted no tendrá acceso a un PSAP local a través 911.
- c. **El Servicio Limitado de Respuesta a Emergencias No Recibirá Identificación Automatizada de Número y Localización.** Usted reconoce y entiende que cuando usted llama a 911 usando el Servicio, el personal de emergencia local que recibe su llamada no podrá identificar su número de teléfono o la dirección física de donde usted esté llamando. Usted necesitará indicar la naturaleza de su emergencia rápida y claramente, incluyendo su número de teléfono y localización. Usted reconoce y entiende que el individuo que contesta la llamada no podrá llamarle de vuelta o determinar su localización si no se puede completar la llamada o si la misma se cae o es desconectada, o si usted no puede decirle su número de teléfono y localización física y/o si el Servicio no está funcionando correctamente por cualquier razón, incluyendo, sin limitarse a, las razones enumeradas en cualquier parte de este Acuerdo.
- d. **Interrupción del Servicio de Energía Eléctrica o de Banda Ancha.** Usted reconoce y entiende que una interrupción del servicio de energía eléctrica o de banda ancha detendrá TODO EL Servicio, incluyendo el marcar 911. De haber alguna interrupción en el proveedor de energía eléctrica, PhoneMax, incluyendo cualquier servicio de respuesta a emergencias, no funcionará hasta que se restaure la energía. Un apagón o una interrupción puede requerirle reajustar o configurar de nuevo el equipo antes de utilizar PhoneMax o cualquier servicio de respuesta a emergencias. Además, los servicios de respuesta a emergencias no funcionarán si su Equipo falla o no se configura correctamente.
- e. **Interrupción del Servicio Debido a la Suspensión de Su Cuenta.** Usted reconoce y entiende que una interrupción del servicio debido a la suspensión de su cuenta como resultado de asuntos de facturación o cualquier otra razón, incluyendo, pero sin limitarse a las razones enumeradas en cualquier parte de este Acuerdo, detendrá TODO EL servicio, incluyendo cualquier servicio de respuesta a emergencias.

- f. **Posibilidad de Congestión de Red y/o de Velocidades Reducidas para el Enrutamiento de las Llamadas de Emergencia.** Usted reconoce y entiende que cualquier llamada hecha usando el servicio de respuesta a emergencias de PhoneMax está sujeta a la congestión de red y/o velocidades reducidas de enrutamiento.
-

Dear PhoneMaxCustomer,

The FCC has ordered all interconnected Voice over Internet Protocol (VoIP) service providers to inform their customers about the 911 limitations of their VoIP service and to get the customer's affirmative acknowledgement of those 911 service limitations no later than **July 29, 2005**. Failure to respond by this date may result in suspension of your PhoneMax service. Interconnected VoIP service providers are those entities that, among other things, provide customers with the ability to use a broadband connection (like DSL or cable modem) to make calls to and receive calls from users of the regular telephone network, sometimes called the public switched telephone network.

It is very important that you understand the 911 limitations of your PhoneMax service. We have modified our PhoneMax Terms of Service to address the FCC's requirements. The updated Terms of Service are attached to this email. The modified Terms of Service are effective on the date of this notice to you.

For your convenience, we have set forth below the Terms of Service which describes our Limited Emergency Response Service. Please review this information, and answer by July 26, 2005 to indicate that you have received, reviewed, and understood these limitations by filling our electronic form at:

<http://www.dmaxpr.com/terms.htm>

Your safety is very important to us. If you have questions about the 911 limitations of the PhoneMax service please contact us at 1-866-375-3375. Thank you for being a PhoneMax customer.

Sincerely,

Mari Evelyn Rodriguez
Strategic Planning & Marketing Director
PRT and Verizon Wireless

PhoneMAX TERMS OF SERVICE

LIMITATIONS ON EMERGENCY RESPONSE SERVICES – TRADITIONAL 911 AND E911 NOT AVAILABLE.

- a. **YOU MUST MAINTAIN AN ALTERNATE MEANS OF REQUESTING EMERGENCY SERVICES.** You acknowledge and understand that PhoneMax does NOT support traditional 911 and E911 access to emergency services. The limited emergency response service accessible by PhoneMax differs in a number of important ways from traditional emergency response services as further explained below. You must maintain an alternate means of accessing traditional emergency response services. You agree to inform any household residents, guests and other third persons who may be present at the physical location where the Service is utilized as to the important limitations on emergency response service. We may require you to affirmatively acknowledge that you have received, reviewed, and understand the Limitations on Emergency Response Services set forth in this Agreement or as we may otherwise provided them to you (the "Acknowledgement"). If you fail to provide the Acknowledgement by the time we specify, we may immediately suspend or terminate the Service until we receive your Acknowledgement.
- b. **Routing of Limited Emergency Response Service Calls.** When you dial 911 using the Service, your call will be routed to the general telephone number for the Public Safety Answering Point (PSAP) designated for the Service Address you have registered with PRTLD. It is possible that the lines at the PSAP will be occupied and that you will get a busy signal. It is also possible that the line may not be answered or that you will not reach a live operator. Outside of the Jurisdiction of Puerto Rico, you will not have access to a local PSAP through 911.
- c. **The Limited Emergency Response Service Will Not Receive Automated Number and Location Identification.** You acknowledge and understand that when you call 911 using the Service, the local emergency personnel receiving your call will not be able to identify your phone number or the physical address from which you are calling. You will need to state the nature of your emergency promptly and clearly, including your telephone number and location. You acknowledge and understand that the individual answering the call may not be able to call you back or determine your location if the call is unable to be completed, is dropped or disconnected, or if you are unable to tell them your phone number and physical location and/or if the Service is not operational for any reason, including without limitation those reasons listed elsewhere in this Agreement.
- g. **Power or Broadband Service Outage.** You acknowledge and understand that a power or broadband service outage will prevent ALL Service, including the dialing of 911. Should there be an interruption in the power supply, PhoneMax, including any emergency response service, will not function until power is restored. A power failure or disruption may require you to reset or reconfigure equipment prior to utilizing PhoneMax or any emergency response service. In addition, emergency response services will not function if your Equipment fails or is not configured correctly.

- h. **Service Outage Due to Suspension of Your Account.** You acknowledge and understand that a service outage due to suspension of your account as a result of billing issues or any other reason, including, but not limited to those reasons described elsewhere in this Agreement, will prevent ALL Service, including any emergency response service.
 - i. **Possibility of Network Congestion and/or Reduced Speed for Routing Emergency Calls.** You acknowledge and understand that any calls made using PhoneMax's emergency response service may be subject to network congestion and/or reduced routing speed.

PRTLD PhoneMax TPV Script (Translation)

- Image Good morning/afternoon/evening
- This is xxxx from PRTLD. We are calling you with regards to your VoIP PhoneMax service. According to new FCC regulations, we must notify and obtain acknowledgments from all our customers with regards to 911 limitations of the PhoneMax service.
- Calls to 911 made through PhoneMax will result in a limited emergency response service. E-911 services are not available at this moment. In case of an emergency, you should try to use another phone or alternate means to contact traditional emergency response services. If you go out of the jurisdiction of Puerto Rico and call 911, you will not have access to a Public Safety Answering Point (PSAP). If you have any questions with regards to these limitations, please call 1-866-375-3375.
- (Salesman to customer before transferring the call to the TPV)
Mr./Mrs. _____ the Federal Telecommunications law establishes that you should verify the notice about the limitations of your PhoneMax service with respect to emergency response services (911). I am going to transfer you to a representative of IMC in order to confirm that you were notified about said limitations. It was a pleasure speaking to you and thank you for having chosen PRTLD and PhoneMax. Please stay on line, this will only take a few seconds. Good by now. Thank you for your time. Have a good morning/afternoon/evening.
(Proceeds with transfer of the call)
- Interactive
I need to confirm with you that you were notified about the limitations of your Phone Max service with respect to emergency response services (911). This conversation will be recorded for quality purposes. Do you agree in having the conversation recorded?
- (If the customer does not provide authorization for recording the call)
Mr./Mrs. _____ unfortunately, if you do not authorize us to record the conversation, we cannot confirm that you were notified. Please call 1-866-375-3375.
- (If the customer provides authorization for recording the call)
Please state your name.
Mr./Mrs. _____ you confirm that you were informed by PRTLD about the limitations of your PhoneMax service with respect to emergency response services (911), today _____(date).
- (If customer answers yes)
Mr./Mrs. _____ we have confirmed your notification. If you have any question, please call Customer Service at 1-866-375-3375. Good morning/afternoon, evening.
- (If customer answers no)
Mr./Mrs. _____ unfortunately, we cannot confirm your notification. Please call 1-866-375-3375.

SERVICE NOTIFICATION

[Customer name, address]

<DATE>

Dear PhoneMaxCustomer,

We have important news to share with you about your PhoneMAX Broadband Phone Service. Please take a few minutes now to read this letter, as your immediate response is required.

The FCC has ordered all interconnected Voice over Internet Protocol (VoIP) service providers to inform their customers about the 911 limitations of their VoIP service and to get the customer's affirmative acknowledgement of those 911 service limitations no later than **August 29, 2005**. Interconnected VoIP service providers are those entities that, among other things, provide customers with the ability to use a broadband connection (like DSL) to make calls and receive calls from users of the regular telephone network, sometimes called the public switched telephone network.

It is very important that you understand the 911 limitations of your PhoneMAX service. We have modified our PhoneMAX Terms of Service to address the FCC's requirements. The updated Terms of Service which now describe our Limited Emergency Response Service, are included here for your convenience. They are effective on the date of this notice to you.

Please review this information, fill and return the included acknowledgement form in the self-addressed envelope provided, by **August 29, 2005** to indicate that you have received, reviewed, and understood these limitations. **Failure to respond by this date will result in suspension of your PhoneMAX service on August 30, 2005, as ordered by the FCC to all service providers.**

Your safety is very important to us. Please place included stickers on any VoIP phone or phone adapter used with PRTLD PhoneMAX Service. If you have questions about the 911 limitations of the PhoneMAX service please contact us at 1-866-375-3376. Thank you for being a PhoneMAX customer.

Sincerely,

FIRMA -

Mari Evelyn Rodriguez
Planning and Marketing Director

LIMITATIONS ON EMERGENCY RESPONSE SERVICES – TRADITIONAL 911 AND E911 NOT AVAILABLE.

- a. **YOU MUST MAINTAIN AN ALTERNATE MEANS OF REQUESTING EMERGENCY SERVICES.** You acknowledge and understand that PhoneMAX does NOT support traditional 911 and E911 access to emergency services. The limited emergency response service accessible by PhoneMAX differs in a number of important ways from traditional emergency response services as further explained below. You must maintain an alternate means of accessing traditional emergency response services. You agree to inform any household residents, guests and other third persons who may be present at the physical location where the Service is utilized as to the important limitations on emergency response service. We require you to affirmatively acknowledge that you have received, reviewed, and understand the Limitations on Emergency Response Services set forth in this Agreement or as we may otherwise provided them to you (the "Acknowledgement"). As ordered by the FCC, if you fail to provide the Acknowledgement by the time we specify, we may immediately suspend or terminate the Service until we receive your Acknowledgement.
- b. **Routing of Limited Emergency Response Service Calls.** When you dial 911 using the Service, your call will be routed to the general telephone number for the Public Safety Answering Point (PSAP) designated for the Service Address you have registered with PRTLD. It is possible that the lines at the PSAP will be occupied and that you will get a busy signal. It is also possible that the line may not be answered or that you will not reach a live operator. Outside of the Jurisdiction of Puerto Rico, you will not have access to a local PSAP through 911.
- c. **The Limited Emergency Response Service Will Not Receive Automated Number and Location Identification.** You acknowledge and understand that when you call 911 using the Service, the local emergency personnel receiving your call will not be able to identify your phone number or the physical address from which you are calling. You will need to state the nature of your emergency promptly and clearly, including your telephone number and location. You acknowledge and understand that the individual answering the call may not be able to call you back or determine your location if the call is unable to be completed, is dropped or disconnected, or if you are unable to tell them your phone number and physical location and/or if the Service is not operational for any reason, including without limitation those reasons listed elsewhere in this Agreement.
- g. **Power or Broadband Service Outage.** You acknowledge and understand that a power or broadband service outage will prevent ALL Service, including the dialing of 911. Should there be an interruption in the power supply, PhoneMAX, including any emergency response service, will not function until power is restored. A power failure or disruption may require you to reset or reconfigure equipment prior to utilizing PhoneMAX or any emergency response service. In addition, emergency response services will not function if your Equipment fails or is not configured correctly.
- h. **Service Outage Due to Suspension of Your Account.** You acknowledge and understand that a service outage due to suspension of your account as a result of billing issues or any other reason, including, but not limited to those reasons described elsewhere in this Agreement, will prevent ALL Service, including any emergency response service.

- i. Possibility of Network Congestion and/or Reduced Speed for Routing Emergency Calls. You acknowledge and understand that any calls made using PhoneMAX emergency response service may be subject to network congestion and/or reduced routing speed.

© 2000 PhoneMAX

PhoneMAX

Statement of Privacy

Please read the Statement of Privacy for the PhoneMAX Services.

LIMITATIONS ON EMERGENCY RESPONSE SERVICES & TRADITIONAL 911 AND 55511 NOT AVAILABLE.

a. YOU MUST MAINTAIN AN ALTERNATE MEANS OF REQUESTING EMERGENCY SERVICES. You acknowledge and understand that PhoneMAX does NOT support traditional 911 and 55511 access to emergency services. The limited emergency response service accessible by PhoneMAX differs in a number of important ways from traditional emergency response services as further explained below. You must maintain an alternate means of accessing traditional emergency response services. You agree to inform any household residents, guests and other third persons who may be present at the physical location where the Service is utilized as to the important limitations on emergency response service. We may require you to affirmatively acknowledge that you have received, reviewed, and understood the Limitations on Emergency Response Services set forth in this Agreement or as we may otherwise provide them to you (the "Acknowledgment"). If you fail . . .

Estoy de acuerdo
 No estoy de acuerdo

Continue

SOLICITUD DE SERVICIO



PhoneMax

Canal de Ventas:
Punto de Ventas:

IMPORTANTE: Complete todas las secciones que apliquen. El cliente deberá firmar la parte inferior de la página. El cliente debe tener activado el servicio DMAX.

FECHA	TELÉFONO CON DMAx	TELÉFONO DE CONTACTO 1	TELÉFONO DE CONTACTO 2	FAX	CELULAR	E-MAIL
NOMBRE EN FACTURA		NOMBRE SOLICITANTE		IP / SS SOLIC.		FECHA NAC.
DIRECCIÓN FACTURA						

SERVICIO PARA RESIDENCIAS				SERVICIO PARA NEGOCIO				RES/BUS	
PhoneMax IP	PhoneMax Local	200 Package	Unlimited Package	Activación (CNR)	Bus PhoneMax	Bus 1000 Package	Bus 5000 Package	Activación (CNR)	Additional Adapter (CNR)
\$4.95	\$9.95	\$13.95	\$24.95	\$5.00	\$19.95	\$45.95	\$85.95	\$5.00	\$75.00

Rentamiento de equipo y sistema operativo: 550 MHz Pentium-class o procesador equivalente, Windows® Me, Windows® 2000 o Windows® XP, Modem DMAX 128/64kbps o de conexión más rápida, Tarjeta de sonido "full duplex" y micrófono, 48 MB de RAM disponibles (eso es en adición a los requerimientos de memoria del Sistema Operativo o de otras aplicaciones concurrentes), 100 MB de espacio disponible en disco duro, 640X480 @8bpp (256 colores), tarjeta gráfica VGA, mouse.

USER ID AND PASSWORD	ID (Opt 1) ID (Opt 2) ID (Opt 3)
	Password

NOMBRE EMPLEADO

NUMERO EMPLEADO

COMENTARIOS:

FIRMA CLIENTE

EXHIBIT

PHONE MAX IP incluye: Opciones de PC Client (Buddy List de 5), Llamadas de IP a IP ilimitadas. PHONE MAX LOCAL incluye: Opciones de PC Client (Buddy List de 10), Voice Mail, Call Screening, Basic Call Routing, Simultaneous Ring (3 entidades), Sequential Ring, Llamadas de IP a IP a IP ilimitadas. Llamadas Locales ilimitadas. Llamadas de larga distancia en PR y hacia los Estados Unidos a 5¢. Llamadas internacionales según las tarifas de PRTI.D. PHONE MAX 200 incluye: Opciones de PC Client (Buddy List de 15), Voice Mail, Call Screening, Basic Call Routing, Simultaneous Ring (3 entidades). Sequential Ring, Llamadas de IP a IP a IP ilimitadas. Llamadas Locales ilimitadas, 200 minutos en llamadas de larga distancia en PR y hacia los Estados Unidos, Minutos adicionales a 5¢, Llamadas internacionales según las tarifas de PRTI.D. PHONE MAX UNLIMITED incluye: Opciones de PC Client (Buddy List de 20), Voice Mail, Call Screening, Basic Call Routing, Simultaneous Ring (3 entidades), Sequential Ring, Llamadas de IP a IP a IP ilimitadas. Llamadas Locales ilimitadas, Llamadas de larga Distancia en PR y hacia los Estados Unidos ilimitadas, Llamadas internacionales según las tarifas de PRTI.D. BUSINESS PHONE MAX incluye: Opciones de PC Client (Buddy List de 10), Voice Mail, Call Screening, Basic Call Routing, Simultaneous Ring (3 entidades), Sequential Ring, Audio Conferencing (10 puestos), Meet Me Conference (ilimitado), Llamadas de IP a IP ilimitadas, Llamadas Locales en PR a 2¢ por minuto, Llamadas de larga Distancia en PR y hacia los Estados Unidos a 5¢ por minuto, Llamadas Locales en PR a 2¢ por minuto, Llamadas de IP a IP ilimitadas, Llamadas Locales ilimitadas, Llamadas Locales de larga distancia en PR y hacia los Estados Unidos, Minutos adicionales a larga distancia en PR y hacia los Estados Unidos a 4¢ por minuto, Llamadas internacionales según las tarifas de PRTI.D. BUSINESS PHONE MAX 5000 incluye: Opciones de PC Client (Buddy List de 10), Voice Mail, Call Screening, Basic Call Routing, Simultaneous Ring (3 entidades), Sequential Ring, Audio Conferencing (10 puestos), Meet Me Conference (ilimitado), Llamadas de IP a IP ilimitadas, Llamadas Locales en PR a 2¢ por minuto, 5,000 minutos de llamadas de larga distancia hacia los Estados Unidos, Minuto adicional de larga distancia en PR y hacia los Estados Unidos a 3¢ por minuto, Llamadas internacionales según las tarifas de PRTI.D. Para apoyo técnico de PhoneMAX puede llamar libre de cargo al **1-866-375-3375**.

LIMITATIONS ON EMERGENCY RESPONSE SERVICES – TRADITIONAL 911 AND E911 NOT AVAILABLE.

- a. **YOU MUST MAINTAIN AN ALTERNATE MEANS OF REQUESTING EMERGENCY SERVICES.** You acknowledge and understand that PhoneMax does NOT support traditional 911 and E911 access to emergency services. The limited emergency response services accessible by PhoneMax differs in a number of important ways from traditional emergency response services as further explained below. You must maintain an alternate means of accessing traditional emergency response services. You agree to inform any household residents, guests and other third persons who may be present at the physical location where the Service is utilized as to the important limitations on emergency response service. We may require you to affirmatively acknowledge that you have received, reviewed, and understand the Limitations on Emergency Response Services set forth in this Agreement or as we may otherwise provide them to you (the "Acknowledgement").
- b. **Routing of Limited Emergency Response Service Calls.** When you dial 911 using the Service, your call will be routed to the general telephone number for the Public Safety Answering Point (PSAP) designated for the Service Address you have registered with PRTLD. It is possible that the lines at the PSAP will be occupied and that you will get a busy signal. It is also possible that the line may not be answered or that you will not reach a live operator. Outside of the Jurisdiction of Puerto Rico, you will not have access to a local PSAP through 911.
- c. **The Limited Emergency Response Service Will Not Receive Automated Number and Location Identification.** You acknowledge and understand that when you call 911 using the Service, the local emergency personnel receiving your call will not be able to identify your phone number or the physical address from which you are calling. You will need to state the nature of your emergency promptly and clearly, including your telephone number and location. You acknowledge and understand that the individual answering the call may not be able to call you back or determine your location if the call is unable to be completed, is dropped or disconnected, or if you are unable to tell them your phone number and physical location and/or if the Service is not operational for any reason, including without limitation those reasons listed elsewhere in this Agreement.
- d. **Power or Broadband Service Outage.** You acknowledge and understand that a power or broadband service outage will prevent All Service, including the dialing of 911. Should there be an interruption in the power supply, PhoneMax, including any emergency response service, will not function until power is restored. A power failure or disruption may require you to reset or reconfigure equipment prior to utilizing PhoneMax or any emergency response service. In addition, emergency response services will not function if your Equipment fails or is not configured correctly.
- e. **Service Outage Due to Suspension of Your Account.** You acknowledge and understand that a service outage due to suspension of your account as a result of billing issues or any other reason, including, but not limited to those reasons described elsewhere in this Agreement, will prevent All Service, including any emergency response service.
- f. **Possibility of Network Congestion and/or Reduced Speed for Routing Emergency Calls.** You acknowledge and understand that any calls made using PhoneMax's emergency response service may be subject to network congestion and/or reduced routing speed.